Federal Acquisition Service

Enhanced Monthly On-line Records and Reports of Information-Technology Services (E-MORRIS)

Training Overview for Agency DAR Administrators

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E-MORRIS Introduction

o E-MORRIS is GSA's system that supports billing and inventory for the Networx contracts.

o E-MORRIS enhances the functionality of MORRIS for Networx, but is a separate web site with separate access.
  - o URL: https://emorris.fasbilling.gsa.gov

o There are three levels of Agency access to the web site:
  - o Public – general info, account registration forms, reset password form
  - o Agency User – inventory and billing, depending on approval of Agency DAR Admin
  - o Agency DAR Administrator – Agency User, plus screens to manage other accounts

o This briefing provides an overview from an Agency DAR Administrator perspective.
  - o Inventory and billing process overview
  - o Web site account registration process
  - o Manage Users screens for Agency DAR Administrators
  - o User account set-up and navigation
  - o Networx inventory screens
  - o Networx billing reports
  - o E-MORRIS help and contact info

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Inventory & Billing Process Overview

o   Inventory Process (could be daily on business days)
- o   Load vendor Service Order Completion Notice (SOCN) file to inventory database
- o   Check against Pricer & report errors to vendor (vendor may send corrected SOCN)
- o   Post inventory data to tables for web access

o   Billing Process (monthly)
- o   Load vendor invoice, detail and adjustment files to billing database
- o   Balance invoice to detail to ensure accuracy of billing data
- o   Run verification check for:
  - – Elements populated
  - – SOCN for each order; billing consistent with SOCN
  - – Correct prices
  - – No duplicate billing
  - – No over 90 day billing
  - – Exceptions feed into disputes process (centralized only) and SLA count
- o   Run customer billing (centralized only)
  - – Feed to IPAC process
- o   Post data to tables for billing web reports
  - – View/print, download data, data layout

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Home Page (public access)

GSA E-MORRIS
Enhanced Monthly On-line Records and Reports
of Information-Technology Services

GSA Info
- MORRIS
- TOPS e*Bill
- TOPS Ordering
- GSA Home
- GSA Networx
- GSA TSMs (GAMs)
- Networx Unit Pricer
- Networx Agency Pricer

E-MORRIS Info
- User Guide
- FAQ
- News
- Contact Us
- E-MORRIS Home

E-MORRIS

Enhanced Monthly On-Line Records and Reports of Information Technology Services
Welcome to GSA's web site for Networx Billing and Inventory Management

This is a Restricted Site

You must be a registered user in order to access this website. If you are currently registered, please enter your User Name and Password to log in.

Login Now

User Name [   ]
Password [   ]
[Login]

Register Now   **Forgot Password**   **Other Login Problems**
[Register Now]   [Reset Password]   [Request Assistance]

WARNING:
This is a U.S. General Services Administration Federal Government computer system that is "FOR OFFICIAL USE ONLY". This system is subject to monitoring. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

o Links to other web sites (access controlled separately, as required)

o Links to general information about E-MORRIS

FOR DATA ACCESS:

o User ID & password required.

o Agency users must be authorized by the Agency DAR Administrator.

o Agency must have a copy of the DAR Administrator letter on file with GSA.

o 3 ways to get an account:
  o Register Now form (any user)
  o Multiple Users form (DAR Admin)
  o DAR Admin can create through web screens

o If you have an account and forget your password, click Reset Password and enter your email address.

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Account Registration screen sample

Information

This form registers one user for an E-MORRIS account. If you are a DAR Administrator and wish to register multiple users, please click here to download a form.

Please enter your contact information into the fields at the right.

* Indicates that you must provide this information.

Please make sure to provide a valid email address. You will be contacted at this address when your request has been processed.

Please enter at least one Agency Hierarchy Code (AHC). You must enter at least two characters; you may enter up to 28. A partial AHC means access to all AHCs starting with those characters (e.g., "47" means you are requesting all AHCs starting with 47. If you enter 47, you don't need to enter levels that roll to it, e.g., 4712, 47001234). You may enter multiple AHCs, either

E-MORRIS Registration Request Information

Field	Value
* Email Address	demo.adara@agency.gov
First Name	Demo
* Last Name	Adara
* Phone	123-555-5000
Address	321 Desert Highway
City	Las Vegas
State	NV
Zip	12345
* Agency Hierarchy Code(s)	TE
* Module Access	☑ Networx Inventory ☑ Networx Billing
Comments	For this demo, I am the Agency DAR Administrator for TEST Agency

* Indicates a Required Field

[Cancel] [Submit Request]

o Form accessed through Register Now button on the E-MORRIS home page.

o Submitted form populates a request table in E-MORRIS.

o Agency DAR Administrator and GSA get a system email with request information, and can access the request through a web screen.

o User gets a system email with UserID and password, once the DAR Administrator or GSA has created the account.

Agency Hierarchy Codes

o Identify your requested level of data access

o You must enter at least two characters

o You may enter up to 28 characters

o The more characters you enter, the more your access is restricted*, e.g.

  o If you enter TE, you will get all AHCs starting with TE

  o If you enter TE000000000000000000000000000, you will get only that AHC.

o You may enter multiple AHCs (separated by ; or on a separate line)

*Note: AHC access actually granted is subject to DAR Admin approval, and may be different from what is requested.

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Multiple Users Registration Form sample

o Downloadable form accessed through link on Register Now page or Contact Us page.

o Agency DAR Administrator emails the completed form to the FAS Billing Help Desk (fasbilling.help@gsa.gov).

o GSA creates the requested accounts.

o Each user gets a system email with User ID and password, once GSA has created the account.

Agency Hierarchy Codes

o Identify requested level of data access

o You must enter at least two characters

o You may enter up to 28 characters

o The more characters you enter, the more a user's access is restricted, e.g.

  o If you enter TE, user will get all AHCs starting with TE

  o If you enter TE00000000000000000000000000, user will get only that AHC.

o You may enter multiple AHCs

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Manage Users screens

o   As an Agency DAR Administrator, you can act as an E-MORRIS Account Manager for your Agency (in addition to being an Agency user)
   o   View and manage account requests submitted through the Register Now web form for your Agency Hierarchy Codes
   o   Create and edit accounts for other users in your Agency
   o   Assign AHCs as high as your access allows, or as low as 28 characters
   o   You can not provide access outside of your own account permissions

o   Use of these screens is OPTIONAL
   o   If you have E-MORRIS access, you will get a system email when a user in your Agency requests access through the registration web form
      –   Approve (or deny) the request via the Manage Users screens, OR
      –   Reply to the email and GSA will manage the request
   o   If you do not have E-MORRIS access, GSA will forward the request information to you via email
      –   Reply to the email and GSA will manage the request
   o   You can also use the Multiple Users registration form

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Manage Users screen sample

o Manage Users screens available to Agency DAR Administrators (and GSA)

o Access the screens by clicking on the Manage Users tab

o View open account requests, password reset requests and other status information

o Click on the icon to the left of an open user request record to view details of that request

o Or navigate among the screens by clicking on the links underneath the Manage Users tab

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Browse Requests screen sample

o View details of a user request by clicking on the icon to the left of a record

o You can enter work notes if you choose

o Click on the Create Account button to create the account

o Click on the Deny Request button if you don't authorize the account

o Click on the Close Request button if, for example, the request is a duplicate

o Click the Remove from My List button if the request is not from your Agency (this will flag GSA to investigate)

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Create User screen sample

o   If you link here from the Browse Requests screen, the fields will be auto-populated with the request information.

o   You can change access (e.g., lower level or additional AHCs) or create the account as requested.

o   Click the Create User button to complete account set-up.

o   The user will get a system email with User ID and password.

o   You can add optional text to that email by entering it in the box provided (note: it will be the same font as the email, so you might want to surround it with asterisks (*****).

o   You can also use this screen to create a user account without starting from a registration request.

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Browse Users screen sample

o Once an account has been created, a record appears in the Browse Users list

o You can click on the icon to the left of a record to edit the account

o You can search by all or part of a User ID or Name

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Edit Users screen sample

o   Select a User ID to view an account record (or link here from the Browse Users screen)

o   Edit POC or access information

o   Click on links in the task box to:

   o   Reset password – optional, since any user can reset using the Reset Password button on the home page

   o   Remove User – delete or temporarily disable an account, as needed

   o   Edit Notifications or Preferences – optional, see slide 14

   o   Make Model User – optional, use same permissions for subsequent accounts

   o   Transfer User Mgt – send account back to GSA, if needed

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Navigation and Account Set-up

E-MORRIS
Enhanced Monthly On-line Records and Reports
of Information-Technology Services

Welcome Demo Adara | My Account | Logout

Home | Inventory | Billing Reports | Manage Users

Home   User Guide   FAQ   News   Contact Us

Home > My Account

Tasks
- Change Password
- Change My Notifications
- Change My Preferences

My Account

User Name DEMO.ADARA@AGENCY.GOV

First Name | Demo
Last Name | Adara
Address | 321 Desert Highway
City | Las Vegas
State | NV
Zip | 12345
Email Address |
Telephone | 123-555-5000

Save Changes   Reset

o **Must change password and accept Rules of Behavior on initial log-in**

o **Standard web site navigation**
  o **Tabs across top for modules**
  o **Links (sub-tabs) underneath for pages within modules**

o **Click on My Account link in top right corner to:**
  o **Update POC info - optional**
  o **Change Password - required every 90 days**
  o **Change system notifications - optional**
  o **Change navigation preferences – optional unless you have more than 500 Agency Hierarchy Codes (see slides 32-35 for more info)**

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Navigation and Set-up (continued)

My Account task screens

Home > My Account

Tasks
- Change Password
- Change My Notifications
- Change My Preferences

o   As an Agency DAR Administrator/ Account Manager, you can set these options for your users *(see slide 12)*, as well as yourself

o   However, users can change the settings through their own accounts.

My Notifications

Notify me when these events occur

for Agency Billing

Agency Reports Available for Month

☑ Yes

[Save] [Cancel]

My Preferences

Common Elements

Download File Format	Tab Delimited ▼
Alternative Start Page	Billing Reports ▼
Rows per Page	30 ▼
Include Column Headers in Download File	Yes ▼

Agency Billing

Default Report	Service Summary ▼
AHC Selector Type	Popup List Drilldown (w/ filters) ▼

[Save] [Cancel]

o   **Change notifications** – options for getting system emails
  o   Billing reports available

o   **Change web site preferences** – options for changing navigation defaults
  o   Download format – recommend tab delimited (TSV)*
  o   Alternative start page after log-in – default is Home
  o   Rows per page – default is 30
  o   Include column headers – default is yes
  o   Default report when first clicking on billing tab – default is MSOA
  o   AHC selector type – default is dropdown

o   Changing these settings is optional, with the exception of AHC Selector Type IF you have more than 500 AHCs *(see slides 32 – 35)*

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*Note: Default download format is comma delimited (CSV), but there is an issue in which Excel translates AHCs to scientific notation. TSV format negates the issue.
If you don't set the default here, you can choose TSV format for any report by clicking on the down arrow next to the Download icon and selecting tab delimited.

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Networx Inventory Management (NIM) browse screen sample

o **Query by AHC or UBI. Additional filters optional.**

o **Click on View to see details.**

o **Add report fields through customized query link.**

o **Download contains all Gov't-requested J.12.2-4 (SOCN) fields.**

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NIM error report sample

o **Report of SOCN errors found and reported to vendor.**

o **Shows all NIM fields, plus error descriptions.**

o **Vendor errors can only be corrected by a new SOCN from the vendor – GSA does not change vendor SOCN data.**

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Billing Reports

o   Billing Summary – total charges by vendor and contract
o   MSOA – charges by Networx service type and category
o   Service Summary – charges by Networx service
o   Call Detail Summary – usage charges by phone/card number
o   CLIN Detail – charges by CLIN
o   Conferencing Services – charges for audio, video and web conferencing services
o   Vendor Adjustments – detail of vendor adjustments
o   GSA Adjustments – detail of GSA adjustments (central only)
o   Charges by Service – total charges by AHC and service (download only)
o   UBI Summary – charges by vendor Unique Billing Indicator
o   GSA Disputes – detail of disputes filed by GSA on behalf of Agencies (central only)
o   Vendor Disputes – detail of disputes as provided by vendors

o   All reports apply to central and direct billing, unless noted above.
o   All reports have printer friendly and download options, unless noted above.
o   Data layouts are available with the download files, and in the billing report user guide.

MSOA/Reports Availability

Select Report Criteria
Bill Period | Jan 2008 | Vendor | Vendor2 | Contract | Universal | AHC | .TE01
Break On | Vendor | Central/Direct | Central

o   E-MORRIS "bill period" is the usage month

o   The vendor invoice is delivered by the 15th business day of the following month (approx. the 21st or 22nd)

o   E-MORRIS billing reports are available 2 months after the usage month (between the 10th – 15th calendar day)

o   For example:

Usage	Vendor Invoice	E-MORRIS Reports	IPAC / Bill (central)
Jan 1 – 31	dated Feb 2008, delivered by Feb 21 or 22	dated Jan 2008, posted between Mar 10 - 15	dated Jan 2008, billed between Mar 22 – 28

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Billing Summary Report Sample

There are multiple ways to navigate through the billing reports:
o Report list to the left of the page (you can hide or show this list as you choose)
o Links across the top under the Billing Reports tab
o Links from within summary reports to lower level reports

o **Highest level summary of charges by Networx vendor and contract**

o **Query by AHC and Central/Direct**

o **Link from amounts to corresponding MSOA**

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Monthly Statement of Account (MSOA) sample

o **High level summary of charges at Service Type/ Category level**

o **Query by Bill Period, Vendor, Contract, AHC and Central/Direct**

o **Link from the Networx Services column to the corresponding Service Summary report**

Service Summary report sample

o **High level summary of charges at Service level**

o **Query by Bill Period, Vendor, Contract, AHC, Service Type and Central/Direct**

o **Link from Service column to corresponding CLIN Detail report, Usage Volume/ Amount columns to corresponding Call Detail Summary report, Vendor Adjust column to Vendor Adjust report, and GSA Adjust column to GSA Adjust report**

Select Report Criteria

Bill Period Jan 2008 ▼	Vendor Vendor2 ▼	Contract Universal ▼	AHC .TE01 0000 0000 0000 0000 0000 0000 - Bill ▼ Go
Break On Vendor ▼	Service Type Communications Transport Services ▼	Central/Direct Central ▼	

《 Hide Selection Box   🖶 Printer Friendly   ⬇ Download ▾   ⑦ User Guide

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Networx
Summary By Service
January 2008
Communications Transport Services
Billing Level

Contract: Universal   Bill to AHC: TE010000000000000000000000000
Vendor: Vendor2   Agency Name: Agency E01DEM
Agency Hierarchy Code: TE010000000000000000000000000   BOAC: TEST01
Line of Accounting: Central/Direct: Central

Service	Usage Volume	Usage Amount	Monthly Recurring	Non-Recurring	Taxes & Surcharges	USF	PICC	Vendor Adjustments	GSA Adjustments	Total Networx Charges
Asynchronous Transfer Mode	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Circuit Switched Data	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Combined (local and Long distance)	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ethernet	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Frame Relay	0.0	0.00	905.94	0.00	10.58	48.69	0.00	0.00	(481.96)	483.25
Private Line	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Toll-Free	0.0	213.03	1,291.28	8,041.05	204.62	276.98	0.00	(5.00)	(1,166.56)	8,855.40
Voice	0.0	41.79	354.50	0.00	1.79	4.48	0.00	0.00	(2.30)	400.26
Total	0.0	254.82	2,551.72	8,041.05	216.99	330.15	0.00	(5.00)	(1,650.82)	9,738.91

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Call Detail Summary report sample

o **Summary of usage charges by phone/ card number**

o **Query by Bill Period, Vendor, Contract, AHC, Service and Central/ Direct**

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CLIN Detail report sample

o **Detail of charges by CLIN. Lowest level of data available in E-MORRIS.**

o **Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct**

o **Download includes all Gov't-requested fields from J.12.4.2 (Detail Billing File)**

o **Does not include call detail usage**

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Conferencing Services report sample

o **Detail of usage & non-usage charges for Audio, Video and Web conferencing services**

o **Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct**

o **Usage charges also found in Call Detail Summary**

o **Non usage charges also found in CLIN Detail**

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Vendor Adjustments report sample

o **Detail of vendor adjustments**

o **Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct**

o **Download has additional fields:**
  - o **Invoice Number**
  - o **Charged Amount**
  - o **Disputed Amount**
  - o **Bill Start**
  - o **Bill End**

GSA Adjustments report sample

o **Detail of GSA adjustments (for centralized billing)**

o **Query by Bill Period, Vendor, Contract, AHC and Service**

o **Includes transition credits (identified by TCR in adjustment reason)***

*Note: Transition Credit reports for Direct Bill will only be on the Transition Information Portal (TIP) web site, along with additional Central Billed transition credit reports.

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Charges by Service report sample

o **Total charges by AHC and service**

o **Partial screen shot – report includes additional fields for each service and subtotals by service type/ category**

o **Query by Bill Period, Contract, Vendor, AHC and Central/Direct**

o **Download only – no print option**

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UBI Summary report sample

Select Report Criteria

Bill Period Jan 2008 ▾ Vendor Vendor2 ▾ Contract Universal ▾ AHC ...TE01 ABCD 0000 0000 0000 0000 0000 - Detail Central ▾ Go

Service -All- ▾ Central/Direct Central ▾

◀ Hide Selection Box 🖶 Printer Friendly ⬇ Download ▾ ⑦ User Guide

GSA

Networx
UBI Summary
January 2008
Detail Level

GSA

Contract: Universal
Vendor: Vendor2
Agency Hierarchy Code: TE01ABCD00000000000000000000
Service:
Line of Accounting:

Bill to AHC: TE0100000000000000000000000000
Agency Name: Agency E01ABC
BOAC: TEST01
Central/Direct: Central

Contract	Vendor	AHC	Service	UBI	C/D	Usage	MRC	NRC	Tax/ Surchg	USF	PICC	Total Charge
Universal	Vendor2	TE01ABCD00000000000000000000	ACS	UBIACTE01AB	C	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Universal	Vendor2	TE01ABCD00000000000000000000	CPCS	UBICPTE01AB	C	0.00	163.09	0.00	0.00	0.00	0.00	163.09
Universal	Vendor2	TE01ABCD00000000000000000000	FRS	UBIFRTE01AB	C	0.00	452.97	0.00	0.00	48.69	0.00	501.66
Universal	Vendor2	TE01ABCD00000000000000000000	LMRS	UBILMTE01AB	C	0.00	0.00	1,070.00	0.00	0.00	0.00	1,070.00
Universal	Vendor2	TE01ABCD00000000000000000000	MFS	UBIMFTE01AB	C	0.00	0.00	10,700.00	0.00	0.00	0.00	10,700.00
Universal	Vendor2	TE01ABCD00000000000000000000	MTSS	UBIMTTE01AB	C	0.00	500.00	0.00	105.00	0.00	0.00	605.00
Universal	Vendor2	TE01ABCD00000000000000000000	NBIP-VPNS	UBINITE01AB	C	0.00	99.18	0.00	0.00	0.00	0.00	99.18
Universal	Vendor2	TE01ABCD00000000000000000000	SONETS	UBISOTE01AB	C	0.00	3,498.54	0.00	0.00	0.00	0.00	3,498.54
Universal	Vendor2	TE01ABCD00000000000000000000	TFS	UBITFTE01AB	C	0.00	0.00	8,041.05	0.00	0.00	0.00	8,041.05
Universal	Vendor2	TE01ABCD00000000000000000000	TWS	UBITWTE01AB	C	0.00	1,576.53	0.00	0.00	0.00	0.00	1,576.53
Universal	Vendor2	TE01ABCD00000000000000000000	VOIPTS	UBIVITE01AB	C	0.00	0.00	0.00	0.00	0.27	0.00	0.27
Universal	Vendor2	TE01ABCD00000000000000000000	VS	UBIVCTE01AB	C	0.00	100.43	0.00	0.00	0.00	0.00	100.43
Subtotal TE01ABCD00000000000000000000						0.00	6,390.74	19,811.05	105.00	48.96	0.00	26,355.75
Subtotal Universal/Vendor2						0.00	6,390.74	19,811.05	105.00	48.96	0.00	26,355.75
Total						0.00	6,390.74	19,811.05	105.00	48.96	0.00	26,355.75

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o **Summary of charges by vendor Unique Billing Indicator**

o **Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct**

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GSA Disputes report sample

o Detail of disputes initiated by GSA on behalf of the Agency (for centralized billing)

o Query by Vendor, AHC, Invoice Date and Status Code. Optional filter by Gov Dispute Number.

o Download includes additional fields.

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Vendor Disputes report sample

o **Detail of disputes as provided by vendor in J.12.5.1 Disputes file**

o **Query by Vendor, AHC, Invoice Date and Status Code. Optional filter by Gov Dispute Number.**

o **Download includes additional fields.**

Break-On option and report tabs

o   **Use the Break On query options to break your report into separate tabs, depending on your other query selections.**

o   **Applies to the MSOA and Service Summary reports.**

o   **The Billing Summary will automatically show tabs by month.**

o   **The printer friendly option will show all the tabbed reports.**

Break On	Other Query Option	Result
Bill Period	Bill Period = YTD	Tabs by month
Contract	Contract = All	Tabs by contract
Vendor	Vendor = All	Tabs by vendor
Central/Direct	Central/Direct = All	Tabs by central/direct

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Report query AHC selector options

o 3 options for AHC selector, depending on how many AHCs you have

  o Dropdown list – fewer than 500 AHCs (system default)

  o Popup list with filters – between 500 and 2,000 AHCs

  o Popup list drilldown with filters – more than 2,000 AHCs

o How to change your default option

  1. Click the My Account link

  2. Click the Change My Preferences link.

  3. Click the down arrow next to AHC selector type and select an option.

  4. Click the save button.

  5. When you return to Billing Reports, you'll see the new AHC selector type.

My Preferences

Common Elements

Download File Format	Tab Delimited
Alternative Start Page	Billing Reports
Rows per Page	30
Include Column Headers in Download File	Yes

Agency Billing

| Default Report | Service Summary |
| AHC Selector Type | Drop-down (for limited # of AHCs) |

None
Drop-down (for limited # of AHCs)
Popup List (w/ filters)
Popup List Drilldown (w/ filters)

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Dropdown list (system default)

o Standard drop down list of values

o Works for up to 500 AHCs

o AHCs appear in the list according to your selections for bill period, vendor, contract and central/direct

o Choose from summary, bill or detail levels *(note: bill applies to central only)*

o Can type in all or part of an AHC by selecting the "Begins with… " option

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Popup list with filters

o   AHC list appears in popup window when you click on the arrow to the right of AHC

o   Works for up to 2,000 AHCs

o   AHCs appear in the list according to your selections for bill period, vendor, contract and central/direct

o   Filter your AHC list in the following ways:
   o   Enter all or part of AHC in AHC Begins With field
   o   Enter part of an AHC in the AHC Includes field
   o   Check/ uncheck Report Type: Bill, Detail, Summary *(note: bill applies to central only)*
   o   Check/ uncheck central / direct
   o   Select number of records to display
   o   Click "Go" to refresh the list based on your filters

o   Click on an AHC to populate the AHC field in the Select Report Criteria box

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Popup list drilldown with filters

o AHC list appears in popup window when you click on the arrow to the right of AHC

o Works with any number of AHCs

o AHCs appear in the list according to your selections for bill period, vendor, contract and central/direct

o Filter your AHC list in the following ways:
  - o Enter all or part of AHC in AHC Begins With field
  - o Enter part of an AHC in the AHC Includes field
  - o Select one Report Type: Bill, Detail, Summary *(note: bill applies to central only)*
  - o Check/ uncheck central / direct
  - o Select number of records to display
  - o Click "Go" to refresh the list based on your filters

o Click on the green number-of-record links to view the detail AHCs below a bill or summary level

o Click on an AHC to populate the AHC field in the Select Report Criteria box

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E-MORRIS Help

o **Contact Us link – FAS Billing Help Desk info**
  o Phone: 1-877-944-8677 (toll free)
  o Email: fasbilling.help@gsa.gov

o **User Guide link**
  o Detailed user guides (depending on access)
  o E-MORRIS presentations – training overview (public access)
  o *Future:* video training files (depending on access)

o **FAQ link**
  o Answers to frequently asked questions (depending on access)

o **Reset Password button –**
  o Web form for automatic password reset

o **Request Assistance button –**
  o Web form for requesting assistance (other than password resets)